



## OFFICIAL RESPONSES TO VENDOR QUESTIONS

### RFP # RFA-2022-DLTSS-01-PREAD

No.	Question	Answer
1.	<b>General</b> Who is the current Contractor for these services?	The current Contractor for these services is Keystone Peer Review Organization, Inc. The most recent action for this contract is Informational Item #H on May 20, 2020, as published on the New Hampshire Secretary of State's <a href="#">website</a> , inclusive of all prior actions.
2.	<b>General</b> What is the contract amount with the current Contractor?	The current contract is published on the New Hampshire Secretary of State's <a href="#">website</a> as Informational Item #H on May 20, 2020, inclusive of all prior actions.
3.	<b>General</b> Please confirm that references to business days means Monday through Friday, excluding New Hampshire State Employee holidays. References to business hours means 8:00 AM to 4:00 PM EST.	See Addendum #1.
4.	<b>General</b> Since the Level I PAS comes from a referral source that may or may not complete and submit the PAS, how does the vendor ensure that the Level I PAS occurs prior to the NF admission?	Nursing facilities must ensure there is PASRR approval prior to admission. He-E 802 and He-M 1302 need to be met for Medicaid eligibility.
5.	<b>Section 1 Request for Services, Subsection 1.1 Purpose and Overview, Paragraph 1.1.1 Purpose</b> What is the business reason for publishing this RFP now?	See Section 1 Request for Services, Subsection 1.1 Purpose and Overview, Paragraph 1.1.1 Purpose.



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6.	<b>Section 1 Request for Services, Subsection 1.1 Purpose and Overview, Paragraph 1.1.2 Overview</b> What are the challenges that your agency hopes to resolve with this engagement?	See Section 1 Request for Services, Subsection 1.1 Purpose and Overview, Paragraph 1.1.2 Overview.
7.	<b>Section 1, Request for Services, Subsection 1.2, Requirements, Paragraph 1.2.3</b> What are the adjustments for delivery of services during the current pandemic state of emergency?	Current adjustments include, but are not limited to performing Medical Eligibility Assessments (MEAs) virtually or telephonically, and PASRR level II determinations remotely via MS TEAMS or other hipaa-compliant systems. Per the 1135 waiver from the United States Centers for Medicare & Medicaid Services, Pre-Admission Screening and Annual Resident Review (PASRR) Level I and Level II Assessments are suspended for 30 days.
8.	<b>Section 1 Request for Services, Subsection 1.2 Requirements Paragraph 1.2.4.</b> Will the selected Applicant be subject to any federal requirements?	Yes. See Section 1 Request for Services, Subsection 1.2 Requirements Paragraph 1.2.4.
9.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services</b> What are the specific improvements your agency would like the next contractor to bring to your processes and services?	See Section 1 Request for Services, Subsection 1.3 Scope of Services.
10.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services</b> May the selected Applicant fulfill the requirements of this RFA on a 100% remote basis?	No. See Section 1 Request for Services, Subsection 1.3 Scope of Services.



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11.	<b>Section 1, Request for Services, Subsection 1.3, Scope of Services</b> Can the State support Secure File Transfer Protocol (SFTP) for secure two-way data transmission?	No. Currently there is no State SFTP site.
12.	<b>Section 1, Request for Services, Subsection 1.3, Scope of Services</b> Is it possible to access the NH Easy on-line system from a mobile device such as a laptop or tablet?	Yes. NH EASY can be accessed from a laptop or a tablet, in compliance with the terms and conditions of Exhibit K, DHHS Information and Security Requirements, of the resulting contract
13.	<b>Section 1, Request for Services, Subsection 1.3, Scope of Services</b> What method(s) will the selected Vendor use for data transmissions?	The selected Vendor will be required to upload documents to NH Easy.
14.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services</b> How will the selected Vendor complete the MEA tool?	The selected Vendor will complete MEA in NH Easy. In some circumstances, the selected Vendor may have the option to submit a MEA as a paper document, with approval from the Department.
15.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services</b> What percentage of NF LOC assessments are denied each year?	Approximately 18% of NF LOC assessments are denied each year. This number may change in future years.
16.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services</b> What percentage of denied NF LOC assessments proceed to appeal each year?	The Department has received an average of eleven appeals annually in recent years. The total number of appeals may vary in future years.
17.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services</b> Please describe the functions the of the NH Easy	The vendor will utilize NH Easy to upload Pre-Admission Screening Resident Review evaluation information and documentation, obtain information



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	system in relation to the requirements of RFA-2022-DLTSS-01-PREAD.	for clients that are assigned for nursing facility level of care (NF LOC) determinations, submit MEA data, update status of NF LOC determinations; and upload documentation.
18.	<b>Section 1, Request for Services, Subsection 1.3, Scope of Services, Paragraph 1.3.1 Pre Admission Screening Resident Review (PASRR Level I), Subparagraph 1.3.1.1</b>  Please clarify the vendor's responsibility for Level I screening, in the context of Section 1.3.1.1.	See Addendum #1.
19.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services, Paragraph 1.3.1, Subparagraph 1.3.1.3</b>  What is the volume of telephone calls the selected Vendor can expect to receive from referral sources each year?	The Department does not have information available regarding the percent of telephone calls from referring health care providers. Please see the approximate number of services to be provided in Paragraph 1.4.3,
20.	<b>Section 1, Request for Services, Subsection 1.3, Scope of Services, Paragraph 1.31, Pre Admission Screening Resident Review (PASRR Level ), Subparagraph 1.3.1.4</b>  What results must the selected Vendor submit to the referring health care provider and in what format?	See Addendum #1.
21.	<b>Section 1, Request for Services, Subsection 1.3, Scope of Services, Paragraph 1.3.2 Pre Admission Screening Resident Review (PASRR Level II Evaluations), Subparagraph 1.3.2.5, Line .1.3.2.5.2.</b>  Does the Department have an approved format for Level II Evaluations?	Yes. The Department will provide the content and documentation requirements for Level II Evaluations to the selected Vendor.



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22.	<b>Section 1, Request for Services, Subsection 1.3, Scope of Services, Paragraph 1.3.3</b> Will the selected Vendor be required to use the Medical Eligibility Assessment (MEA) tool to complete Level of Care (LOC) assessments for PASRR referrals for individuals meeting criteria for a categorical/exemption or exclusion and who are using Medicaid as the pay source?	No. PASRR categorical/exemption or exclusion are completed on the PASRR form in accordance with NH Administrative Rule He-M 1302.
23.	<b>Section 1, Request for Services, Subsection 1.3, Scope of Services, 1.3.4. Tracking, Reporting and Service Area</b> Will the selected Vendor be required to provide a system for completing the required tracking and reporting functions?	Yes.
24.	<b>Section 1, Request for Services, Subsection 1.3, Scope of Services, 1.3.4. Tracking, Reporting and Service Area</b> Will the selected Vendor be able to link their system for reporting and tracking to NH Easy?	No. There are no system interfaces at this time.
25.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services, Paragraph 1.3.4 Tracking, Reporting and Service Area</b> Will the selected Vendor be responsible for tracking and reporting outside of the NH Easy system?	Yes. See Section 1 Request for Services, Subsection 1.3 Scope of Services, Paragraph 1.3.4 Tracking, Reporting and Service Area.
26.	<b>Section 1, Request for Services, Subsection 1.3, Scope of Services, Paragraph 1.3.5</b> Will the selected Vendor be required to use the Medical Eligibility Assessment (MEA) tool to complete Level of Care (LOC) assessments for CFI Waiver applicants or	Yes.



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<b>No.</b>	<b>Question</b>	<b>Answer</b>
	recipients referred for nursing facility (NF) LOC determination?	
27.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services, Paragraph 1.3.5 Nursing Facility (NF) Level of Care (LOC) Determinations,</b> Please describe the features that are available in the NH Easy system.	The vendor will utilize NH Easy to: Upload PASRR evaluation information and documentation; <ul style="list-style-type: none"><li>• Obtain information for clients that are assigned for NF LOC determinations;</li><li>• Submit MEA data;</li><li>• Update status of NF LOC determinations; and</li><li>• Upload documentation.</li></ul>
28.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services, Paragraph 1.3.5 Nursing Facility (NF) Level of Care (LOC) Determinations,</b> Please describe the features that are available in the New HEIGHTS system.	The vendor will utilize New HEIGHTS to process NF LOC determination results.
29.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services, Paragraph 1.3.5 Nursing Facility (NF) Level of Care (LOC) Determinations , Subparagraph 1.3.5.2</b> When would the selected Vendor receive training on and access to New HEIGHTS and NH Easy on-line systems?	The Department and the selected Vendor will develop a training schedule after any contract resulting from RFA-2022-DLTSS-01-PREAD is in effect.
30.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services, Paragraph 1.3.5 Nursing Facility (NF) Level of Care (LOC) Determinations , Subparagraph 1.3.5.6, Line 1.3.5.6.1, Subline 1.3.5.6.1.3</b> Will the selected Vendor document clients as “MEA-	Yes. See Section 1 Request for Services, Subsection 1.3 Scope of Services, Paragraph 1.3.5 Nursing Facility (NF) Level of Care (LOC) Determinations , Subparagraph 1.3.5.6, Line 1.3.5.6.1, Subline 1.3.5.6.1.3



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	Unable to Contact” in the New HEIGHTS system if necessary?	
31.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services, Paragraph 1.3.5 Nursing Facility (NF) Level of Care (LOC) Determinations , Subparagraph 1.3.5.6, Line 1.3.5.6.1, Subline 1.3.5.6.1.3</b>  Does the New HEIGHTS system have the capability to record for telephonic contact attempts?	The selected Vendor will record telephonic attempts in the comment section of NH Easy.
32.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services, Paragraph 1.3.5 Nursing Facility (NF) Level of Care (LOC) Determinations , Subparagraph 1.3.5.7, Line 1.3.5.7.6, Subline 1.3.5.7.6.1</b>  Will the Department clarify the required turnaround times for NF LOC new applicant determinations?	See Addendum #1.
33.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services, Paragraph 1.3.5 Nursing Facility (NF) Level of Care (LOC) Determinations , Subparagraph 1.3.5.7, Line 1.3.5.7.6, Subline 1.3.5.7.6.2</b>  Can the selected Vendor participate in Administrative Appeal hearings by telephone?	Yes.
34.	<b>Section 1 Request for Services, Subsection 1.3 Scope of Services, Paragraph 1.3.5 Nursing Facility (NF) Level of Care (LOC) Determinations , Subparagraph 1.3.5.7, Line 1.3.5.7.6, Subline</b>	See Addendum #1.





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<b>No.</b>	<b>Question</b>	<b>Answer</b>
	<b>1.3.5.7.6.3</b> What is the referral process for contacting the Department's Long-Term Care office for individuals interested in community-based services?	
35.	<b>Section 1, Request for Services, Subsection 1.3, Scope of Services, Paragraph 1.3.8 Reporting Requirements, Subparagraph 1.3.8.1, Line 1.3.8.1.3.</b> Are monthly reports due no later than the end of the following calendar month?	Yes. See Section 1, Request for Services, Subsection 1.3, Scope of Services, Paragraph 1.3.8 Reporting Requirements, Subparagraph 1.3.8.1, Line 1.3.8.1.3.
36.	<b>Section 1 Request for Services, Subsection 1.4 Compensation &amp; Contract Value, Paragraph 1.4.1.</b> Does the Department anticipate using Federal funds for the resulting contract?	Yes. Section 1 Request for Services, Subsection 1.4 Compensation & Contract Value, Paragraph 1.4.1.
37.	<b>Section 1 Request for Services, Subsection 1.4 Compensation &amp; Contract Value, Paragraph 1.4.2.</b> What is the anticipated funding amount for any resulting contract?	See Section 1 Request for Services, Subsection 1.4 Compensation & Contract Value, Paragraph 1.4.2.
38.	<b>Section 1, Request for Services, Subsection 1.4, Compensation &amp; Contract Value, Paragraph 1.4.2</b> Will anticipated funding change for future State Fiscal Years in the event the Department chooses to extend contracted services for up to four (4) additional years?	The Department does not yet have information about anticipated funding for these services after State Fiscal Year 2023.
39.	<b>Section 1, Request for Services, Subsection 1.4, Compensation and Contract Value, Paragraph 1.4.3</b> What total annual volumes were completed in 2019 and 2020 for the following assessments? <ul style="list-style-type: none"><li>PASRR Level I</li></ul>	The Department tracks volume by number of reviews as a three-year average. See Addendum #1.





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No.	Question	Answer
	<ul style="list-style-type: none"><li>PASRR Level II</li><li>NF LOC Initial</li><li>NF LOC Redetermination</li></ul>	
40.		
41.	<b>Section 1, Request for Services, Subsection 1.4, Compensation and Contract Value,, Paragraph 1.4.3</b> Of the PASRR Level II volumes provided, how many are comprehensive onsite PASRR Level II MI evaluations and how many are PASRR Level II IDD evaluations.	The Department does not differentiate between MI and DD level II reports at this time.
42.	<b>Section 1, Request for Services, Subsection 1.4, Compensation &amp; Contract Value, Paragraph 1.4.3</b> Please verify that the volumes specified in the RFP include both new determinations and annual redeterminations.	See Addendum #1.
43.	<b>Section 1, Request for Services, Subsection 1.5, Contract Period, Paragraph 1.5.2</b> Will the selected Vendor be able to negotiate pricing terms in the event the Department chooses to extend contracted services for up to four (4) additional years?	See Addendum #1.
44.	<b>Section 1 Request for Services, Subsection 1.6 Mandatory Responses to RFA Questions, Subsection 1.6.1 Scoring Applicant Capability, Questions 1 of 4</b> Will the Department clarify what information the Vendor Is required to provide in response to Question 1?	See Addendum #1.
45.	<b>Section 1 Request for Services, Subsection 1.6 Mandatory Responses to RFA Questions,</b>	See Addendum #1



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<b>No.</b>	<b>Question</b>	<b>Answer</b>
	<b>Subsection 1.6.1 Scoring Applicant Capability, Questions 2 of 4</b>  Will the Department clarify what information the Vendor Is required to provide in response to Question 2?	
46.	<b>Section 2 Notices, Subsection 2.13 Successful Applicant Notice and Contract Negotiations</b> What is the Department's anticipated award announcement date?	The Department does not know the anticipated award date for any contract resulting from RFA-2022-DLTSS-01-PREAD. See Section 2 Notices, Subsection 2.13 Successful Applicant Notice and Contract Negotiations.
47.	<b>Appendix A, Exhibit I/HIPAA, Section 2 (e)</b> Will the Department process changes to the security requirements in accordance with contract amendment provisions contained in Paragraph 17 of Form P-37, General Provisions?	Yes. See Addendum #1.
48.	<b>Appendix A, Exhibit I/HIPAA, Section 3 (b)</b> Will the Department change the 48-hour requirement for the risk assessment to "within 5 business days"?	See Addendum #1.
49.	<b>Appendix A, Exhibit I/HIPAA, Section 3 (e)</b> Will the Department delete the language following "herein" in this section?	See Addendum #1.